

## PART I - FACE SHEET

### APPLICATION FOR FEDERAL ASSISTANCE

Modified Standard Form 424 (Rev.02/07 to confirm to the Corporation's eGrants System)

1. TYPE OF SUBMISSION:

Application ☒ Non-Construction

2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS):

3. DATE RECEIVED BY STATE:

STATE APPLICATION IDENTIFIER:

2b. APPLICATION ID:

13SR160336

4. DATE RECEIVED BY FEDERAL AGENCY:

FEDERAL IDENTIFIER:

11SRWTX014

#### 5. APPLICATION INFORMATION

LEGAL NAME: Chisholm Trail RSVP

DUNS NUMBER: 784693541

ADDRESS (give street address, city, state, zip code and county):

4208 N Interstate 35

D-5

Denton TX 76207 - 3441

County:

NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes):

NAME: Diana M. Corona

TELEPHONE NUMBER: (940) 383-1508

FAX NUMBER: (940) 387-0862

INTERNET E-MAIL ADDRESS: dmc corona@rsvpserves.org

6. EMPLOYER IDENTIFICATION NUMBER (EIN):

751959671

7. TYPE OF APPLICANT:

7a. Non-Profit

7b. Self-Incorporated Senior Corps Project

8. TYPE OF APPLICATION (Check appropriate box).

☐ NEW

☐ NEW/PREVIOUS GRANTEE

☐ CONTINUATION

☒ AMENDMENT

If Amendment, enter appropriate letter(s) in box(es):



A. AUGMENTATION

B. BUDGET REVISION

C. NO COST EXTENSION D. OTHER (specify below):

Project Director submitted part time waiver for 75% of time to be spent on grant activities. Approved by Texas State Director Terry Gunnell

9. NAME OF FEDERAL AGENCY:

**Corporation for National and Community Service**

10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER: 94.002

10b. TITLE: Retired and Senior Volunteer Program

11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT:

RSVP: Serving Denton County

11.b. CNCS PROGRAM INITIATIVE (IF ANY):

12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc):

Texas, Denton County, Argyle, Aubrey, Bartonville, Carrollton, Copper Canyon, Corinth, Cross Roads, Denton, Double Oak, Flower Mound, Hickory Creek, Highlan

13. PROPOSED PROJECT: START DATE: 04/01/14 END DATE: 03/31/15

14. CONGRESSIONAL DISTRICT OF: a.Applicant ☒ TX 26 b.Program ☒ TX 26

15. ESTIMATED FUNDING: Year #:

a. FEDERAL \$ 48,563.00

b. APPLICANT \$ 98,089.00

c. STATE \$ 20,644.00

d. LOCAL \$ 29,500.00

e. OTHER \$ 47,945.00

f. PROGRAM INCOME \$ 0.00

g. TOTAL \$ 146,652.00

16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS?

☐ YES. THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON:

DATE:

☒ NO. PROGRAM IS NOT COVERED BY E.O. 12372

17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT?

☐ YES if "Yes," attach an explanation. ☒ NO

18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT, THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.

a. TYPED NAME OF AUTHORIZED REPRESENTATIVE:

Pamela Milam

b. TITLE:

c. TELEPHONE NUMBER:

(940) 383-1508

d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:

e. DATE SIGNED:

02/07/13

# Narratives

## Executive Summary

Name of Legal Applicant: Chisholm Trail RSVP, Inc. dba RSVP:Serving Denton County

Organizational Description/Mission:ORGANIZATION HISTORY

RSVP: Serving Denton County began in 1973 as Chisholm Trail RSVP funded through a federal grant of ACTION (federal volunteer agency). In 1983, RSVP bravely departed from the norm of having a local sponsor and became incorporated as a tax-exempt, non-profit agency. The central office moved into its present location at 1316 E. McKinney in Denton, Texas in 2012. The building being awarded by the Denton County Commissioners Court. The lease amount is \$1.00 annually. The satellite office is located in Lewisville, the southern part of the county. The rent for this office is \$450.00 monthly. The name RSVP: Serving Denton County was officially adopted by the Board in 2000 to better reflect the scope of RSVP's county wide effort to provide services.

## MISSION AND GOALS

The

ultimate intent of RSVP: Serving Denton County is to address and solve community problems by developing and implementing volunteer assignments directly driven by volunteers 55 and up that will utilize their talents and experience. RSVP also fields requests from RSVP partner agencies and recruits volunteers to meet their needs. It is a requirement of RSVP that all volunteer assignments have measurable outcomes in order to gauge the impact they have on the community.

## Mission Statement

The Retired and Senior Volunteer Program (RSVP) identifies and addresses issues impacting communities of Denton County and through volunteer service enhances the lives of older adult volunteers as well as those they serve.

RSVP was created from the central belief that senior volunteers are valuable resources whose talent, wisdom and experience can be utilized to create safer, healthier and stronger communities. RSVP volunteers have heard the call to service and they have answered that call.

RSVP: Serving Denton County has successfully provided services in the form of volunteer recruitment, placement, and management to non-profit and governmental agencies since 1973. In addition,

## **Narratives**

volunteers participate in and take advantage of the services provided by the following RSVP signature projects:

### **Seniors for Childhood Immunization**

The mission of Seniors for Childhood Immunization (SCI) is to raise the timely immunization rates of children under two years of age and is accomplished by utilizing RSVP volunteers to visit new mothers in their hospital rooms.

### **Rockin' Readers**

A reading enrichment program for elementary school students, Rockin' Readers was inspired by the donation of a rocking chair to a Denton elementary school. RSVP volunteers read to classes Kindergarten and first grade on a regularly scheduled basis.

### **Earned Income Tax Credit Preparation**

RSVP partnered with United Way to offer free tax preparation services to qualifying residents during the tax season in order to capture deserving refunds that have not been claimed in previous years.

### **Senior Medicare Patrol**

In 2009, approximately \$47 billion in Medicare dollars was stolen from the American people by scam artists and crooks. Volunteers are now being recruited and trained on Medicare basics and how to recognize Medicare fraud. Once trained, volunteers are charged with making speeches to older adult groups.

RSVP has volunteers placed in the following service categories: Adult Offender, Child Abuse/Neglect, Community Revitalization, Community Based Volunteers, Companionship Outreach, Congregate Meals, Crisis Intervention, Cultural Heritage, Disaster Preparedness, Elementary Education, Environmental Awareness, Food Distribution, Health Education, Health Screening, Homeland Security: Disaster Preparedness and and Public Health, Homeless, Hospice, Housing Referrals, Housing Rehab, Immunization, Independent Living Seniors, Juvenile Justice, Library Services, Mental Health/Retardation, Mentoring, Other Health and Nutrition, Pre-Elementary Day Care, Senior Center Programs, Senior Citizens Assistance, Social Services Plan, Tax Consulting, Thrift Store, and Transportation Services.

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## **Strengthening Communities**

According to the Denton Record Chronicle, Denton County is one of 30 fastest growing counties in the country. It is host to 2 major universities, Texas Woman's University and University of North Texas as well as a significant community college, NTCC. Denton County, Texas encompasses 957 square miles and is comprised of 11 school districts, over 20 incorporated cities or towns as well as substantial unincorporated areas. The city of Denton is the county seat as well as the largest city in the county and is located in a metropolitan triangle formed by Dallas 38 miles to the southeast and Fort Worth 38 miles to the southwest. It does not consider itself a metropolitan suburb of the larger cities to the south. The population for Denton County is 662,614 (2011) according to the North Central Texas Council of Governments information. Dramatic growth among both the general and elderly populations is reshaping communities in North Central Texas. It recently launched mass transit- Denton County Transportation Authority.

The Office of Management and Budget (OMB) designates counties as metropolitan, micropolitan or neither. A metro area contains a core urban area of 50,000 or more population and a micro area contains an urban core of at least 10,000 but less than 50,000 in population. All counties that do not fall within the Metropolitan Statistical Area are considered rural. With this definition in mind, Denton County, TX is considered metropolitan.

The U. S. Census Bureau defines two types of urban areas. An Urbanized Area has a population of over 50,000 and an Urban Cluster has a population of at least 2,500 and less than 50,000. The census does not actually define rural. "Rural" includes all population not included within an urban area.

Although the OMB considers Denton County to be metropolitan, there are many communities that are considered rural or urban clusters according to the US Census Bureau. RSVP: Serving Denton County has many volunteers in many towns and cities throughout the county. In the southern and eastern parts of the county the population is mostly urban, but in the northern and western areas the population would be considered an urban cluster or rural.

Cities where RSVP volunteers live and work in Denton County that are considered urban with populations over 50,000 are Denton, Flower Mound, and Lewisville. Towns and Cities considered

## **Narratives**

urban clusters with populations between 2,500 and 50,000 include Argyle, Aubrey, Corinth, Double Oak, Hickory Creek, Highland Village, Justin, Krum, Lake Dallas, Lantana, Little Elm, Oak Point, Pilot Point, Sanger, Shady Shores and The Colony. Rural communities with populations below 2,500 include Bartonville, Copper Canyon, Cross Roads, Krugerville, Lakewood Village and Ponder.

With an escalating general population comes a concomitant increase for local and regional services of all kinds, including health and social services. With a swelling older population comes increasing demand for community, in-home, and institutional supports, as well as health care providers who are equipped (and willing) to care for geriatric consumers.

Total Population County : 2007, 2010 and projected for 2017; total population, (2007) 552,992,606 to (2017) 715,740,388, 33.9 %; age 85 and up, (2007) 3,981; (2010) 4,820; (2017) 4,820, 73.8%; age 60 and up, (2007) over 54,237; (2010) 70,242, (2017) 120,658, 122.5%. The anticipated jump in the general population will bring about an increased need for social services. This need will in turn impact non profits and social services across our communities. RSVP with its growing volunteer base is a natural resource for supporting those agencies which will be taxed to provide services. Utilizing RSVP volunteers will not only reduce program cost but assist with maintaining personal contact with participants, and expand program breadth. Funding shortfalls have seen a great strain on many area non profits as they experienced significant funding cuts from federal, state and local dollars such as United Way.

Denton County is separated by Lewisville Lake - a barrier for many residents and, all too frequently, persons will not cross the lake for needed services or to gain new information regarding community programs. However, in recent years, RSVP is experiencing more volunteers exhibiting a willingness to travel across the lake for appealing volunteer assignments. In order to service the county effectively, RSVP has established a main office in Denton and a branch office in the southern part of the county in Lewisville.

Local input into program design and evaluation is provided by the University of North Texas as students evaluate specific programs. The Board of Directors requires a bi-annual progress report of the Three Year Agency Strategic Plan.

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Because of its large volunteer base and tenure in this community, RSVP is frequently contacted to assist with mobilization of community resources by relaying information about upcoming events , seminars or programs. RSVP has developed long lasting relationships with many community partners. As programs are developed to meet emerging needs the partnerships with agencies fall in place. True collaborations have been established with all 4 county hospitals, the Denton County Health Department, Denton County Probate Courts, Lewisville, Little Elm, Sanger and Denton Independent School Districts, University of North Texas, United Way of Denton County and a number of large special event planning committees, Susan G. Komen in particular.

RSVP initiated the establishment of the Denton County Immunization Coalition and plays an active role in the coalition. This was a direct result of the implementation of the Seniors for Childhood Immunization (SCI) Program. SCI evolved from a UNT, Texas Dept. of Health call for assistance in raising the statewide immunization rate. RSVP has coordinated this program for 15 years and is a prime example of impacting the community in measurable terms. The Flow Health Care Foundation recently awarded funding in the amount of \$10,000 targeting Pertussis Education.

Rockin' Readers, another expanding program of RSVP was designed and implemented by the request of a school administrator who felt strongly about utilizing older adult volunteers to read to children. This principal wanted to instill the joy of reading to school children in kindergarten and first grade. RSVP once again said "yes" and Rockin Readers has now expanded into an additional school district bringing with it grant support from Atmos Energy, The Armstrong Foundation, and the Josten's Foundation. Jostens has been a mainstay with the Rockin' Reader program awarding \$10,000 in 2012. We have received funding for 5 years.

RSVP has agreed to coordinate volunteers for Income Tax Preparation focusing on the Earned Income Tax Credit (EITC) Program in partnership with United Way of Denton County. In the northern part of the county for the year 2007, 26 returns were prepared with refunds totaling \$2,544. In 2008, 193 returns were prepared with refunds totaling \$61,021 and 2009 yielded 245 with total refunds of \$216,000. In 2010, 323 returns were prepared. 2012 saw an increase of 361 returns completed with refunds of \$582,614.00. United Way of Denton County has repeatedly attributed the success of the program to RSVP volunteers. It is the core of the program.

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A new initiative for RSVP is the Senior Medicare Patrol (SMP). The Denton project alongside the Dallas Project was one of the first projects in the state of Texas to initiate recruitment and training of volunteers. Start up was in March of 2010 with 16 volunteers, many new to RSVP, attending the first training. The number of retired persons coming available is expanding quickly and most take comfort in knowing that the Medicare program will be there to provide health care coverage as they age. Due to the illegal practices of a growing number of individuals, Medicare and Medicaid are being drained of billions of dollars of valuable resources that beneficiaries rely on when it comes to their health and the health of their loved ones. The SMP Program provides an opportunity for seniors to step up and make an impact in the fight against fraud.

Successful programs help build public awareness for RSVP. Through established partnerships, successful stories and outcomes are shared with others throughout the communities.

RSVP has been able to obtain free publicity and ads in local magazines such as the Senior Resource Guide and Denton Lifestyles. The 2010-2011 United Way of Denton County campaign featured a RSVP Rockin' Reader volunteer, Ex. 6 [REDACTED]. She was featured on all their print material such as posters and brochures. Robson Ranch, an upscale retirement community consistently includes articles promoting RSVP. Local media outlets respond favorably to news releases and invitations to events. Given all this, the volunteers themselves are our greatest source of promoters of RSVP.

Below is a breakdown of Denton County ethnicity:

White persons, percent, 2009 83.3%

Black persons, percent, 2009 8.3%

American Indian and Alaska Native persons, percent, 2009 0.8%

Asian persons, percent, 2009 5.7%

Native Hawaiian and Other Pacific Islander, percent, 2009 0.1% Persons reporting two or more races, percent, 2009 1.8%

Persons of Hispanic or Latino origin, percent, 2009 17.4%

White persons not Hispanic, percent, 2009 66.8%

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Keeping the above in mind, RSVP brings together people of diverse backgrounds by sponsoring events such as the American Legion Community Thanksgiving Dinner, located in a primarily minority community at Martin Luther King Recreation Center and electing Board members representative of organizations such as: NAACP and LULAC. The NAACP has proven to be a successful venue for recruitment of volunteers in the areas of health education and prisoner re-entry. There are 3 RSVP volunteers heavily involved in prisoner outreach and mentoring those being released. These volunteers serve as a resource for outlying community resources to assist with re-engagement into their community. The League of United Latin American Citizens has a number of individuals promoting tutoring and literacy among public school children. The Executive Director is bilingual and hispanic and has developed many relationships in the hispanic community and is the founder of a city of Denton Cinco de Mayo event. In addition to the Executive Director being a woman of color, the city of Denton, a funding resource, requires RSVP to increase minority recruitment by 3% from previous year. We have always complied with this outcome.

With 40 years in operation to its credit, RSVP has established itself as a credible resource for non profit management and volunteer placement. It is viewed and accepted as a responsive non profit which often provides leadership and volunteers. An example of this is when the RSVP Executive Director instigated the coordination and establishment of one of the first Citizen Corps Councils in Texas. That position has now been relinquished but RSVP did launch the first CERT in Denton, Texas. RSVP is very involved in integrating senior services within the community. RSVP is known as the "rescuer" agency for many of the RSVP stations and involves itself from the ground up in coordinating volunteers for many events and activities.

Because of RSVP's reputation for educating seniors on current issues, RSVP is a natural vehicle to offer seminars and other programs on senior related issues. RSVP has offered a fraud conference, identity theft seminars, safe use of medications, seminar on Katie's Law--related to older drivers and the DTV Transition. RSVP enhances the capacity of organizations and institutions by offering various seminars on volunteer management for station coordinators and staff. It also identifies and assists agencies with developing assignments that lend towards capacity building such as accountants setting up financial systems or project managers organizing an event.

RSVP: Serving Denton County is proud of the critical role it plays when it comes to the well being of



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our treasured older adults. It is a natural vehicle to solve community problems by utilizing the experience of the wonderful volunteers. Volunteers who have made a choice to remain engaged in their communities and their own lives.

### **Recruitment and Development**

RSVP assures a high quality experience for volunteers by developing and implementing projects coordinated by RSVP itself. RSVP has 4 strong examples of this effort. 1. RSVP Rockin' Readers Intergenerational Project was established in 2000 and recruits and places volunteers in classrooms to read weekly for 30 minutes to children pre-K, Kinder and First grade. Training is provided. Wanting to be of further assistance to the growth and expansion of this program, the volunteers have created a Resource Task Force. It is a self-directed team of volunteers that will seek out resources such as incentives for children reading and Book Drives. 2. RSVP/Seniors for Childhood Immunization (SCI) volunteers share information in the hospital with new parents on the importance of timely immunization. Parents are enrolled into a reminder system for vaccinations and follow up occurs to insure timely immunization. Volunteers have added a new initiative on Pertussis Education. 3. Senior Medicare Patrol was launched in March of 2010. RSVP Volunteers are trained to make presentations to other groups on identifying potential Medicare fraud. 4. VITA/Income Tax Preparers: This year 25 volunteers were recruited to support this initiative. United Way funding is allocated based on this program.

Each of these components has built a strong corps of dedicated volunteers who attend annual trainings and assist with recruiting other volunteers.

In addition, RSVP provides annual training to station managers related to effective volunteer management. RSVP has become a founding partner of Coming of Age North Texas. Two staff members have been trained as presenters and the RSVP serves as a training site for the new initiative.

### **Program Management**

RSVP: Serving Denton County is dedicated to providing the highest level of satisfaction to the 1,200 plus members of its volunteer force and the stations that benefit from their service. It takes great effort in managing the volunteers and their assignments as well as the stations they serve. Each individual that inquires about membership is personally contacted and interviewed about their skills, talents and interests. Once signed up and matched with a station whose need reflects the skills and

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desires of the new volunteer, the individual is introduced to the appropriate station representative and given a thorough orientation to the agency and their specific assignment. Immediately following the first day of volunteer service, RSVP staff follow up with both the volunteer and the agency contact to assess satisfaction with the placement. Contact is made on a monthly basis via time sheet mailings and phone calls with each station to assure a successful placement as well as with the volunteers on an as-needed basis. RSVP maintains an open-door policy for its volunteers as well as for the volunteer stations and will intercede whenever a situation warrants. In the unlikely event that a placement does not work out, every attempt is made to replace the volunteer and to locate a replacement for the station. Each year, RSVP recognizes and acknowledges the work and accomplishments of its talented and dedicated volunteers. Last fall, RSVP changed up the venue for the Recognition Luncheon due to funding shortfalls and launched the first Senior Salute co-sponsored by the Golden Triangle Mall. In addition, more specialized recognition events are held throughout the year to let those who work on a particular project or in a certain location know of RSVP's and the community's appreciation.

Birthdays are acknowledged with a card specially designed for RSVP: Serving Denton County, and personal notes are sent whenever appropriate. In addition, a quarterly newsletter, IMPACT, is sent to all volunteers, stations, funders, community leaders, and other interested parties. Through this vehicle, volunteers are made aware of upcoming events, new volunteer opportunities, and significant accomplishments of individuals and/or RSVP as a whole. To make the public aware of RSVP and the opportunities provided to Denton County residents and service organizations alike, RSVP maintains a high level of communication with the local newspapers and other information outlets. RSVP participates in numerous area health fairs and other appropriate venues, makes presentations to civic and professional organizations, and educates local and county officials regarding RSVP's contributions to the community. RSVP also produces a Bulletin-Community Connection which lists volunteer opportunities across the county. RSVP also launched a web site in 2004-[www.rsvpserves.org](http://www.rsvpserves.org) to further promote the agency and its mission. RSVP continually evaluates and assesses progress and accomplishments in order to maintain a high level of satisfaction both with the stations and the volunteers. Internal evaluations are undertaken periodically and based on Impact statements as required stations as well as volunteers are contacted periodically to encourage feedback and to assure expectations are being met. An annual volunteer coordinators training is held providing information on methods to enhance volunteer management skills. Every attempt is made to rotate the contacts among the volunteers and stations alike to obtain the broadest range of input geographically, by work type, and by station size. Responses are gathered, reviewed, and archived, and whenever necessary,

## **Narratives**

steps are taken to remedy or improve situations that fall below the high standards to which RSVP holds itself. To keep track of the more than 1,200 volunteers and the 190 plus stations, RSVP uses RSVP Reporter. Volunteers with computer expertise or who would like to learn data entry input information on a weekly basis. Statistics pertaining to volunteers, the volunteer stations, and the hours worked are gathered and used for marketing and development purposes. In addition, data can be accessed to facilitate placement when a request for volunteer service includes a need for specific skills and/or abilities. The RSVP: Serving Denton County Executive Director works closely with the RSVP Board of Directors Development Committee. The committee's responsibilities include the research and development of new funding sources, whether corporate, foundations or individuals. The Board of Directors is also responsible for development of a Three Year Strategic Plan as well as a Technology Plan. They review personnel issues and policy changes. The Board of Directors assists with defining initiative areas for RSVP as gleaned from community assessments. Assessments have been conducted by United Way and local municipalities. It is a requirement that the Board is diversified as well as representing the county at large and includes members of RSVP. In addition, the Executive Director provides support to the implementation of annual fund raising events such as an Annual Golf Tournament, Public Sales, Direct Appeals and manages a committee of volunteers along with the Board of Directors who assist in the fund-raising efforts. All staff are provided opportunities to increase and enhance their knowledge in grant writing. They are often required within their job responsibilities to submit grants to promote their various signature projects, such as Seniors for Childhood Immunization and Rockin' Readers.

### **Organizational Capability**

RSVP: Serving Denton County was established in 1973 under the name of Chisholm Trail RSVP using ACTION funds obtained by the University of North Texas (then operating under the name of North Texas State University). In 1983, Denton County RSVP departed from the Federal standard and was incorporated as an independent, non-profit, tax-exempt organization with the ability to establish component programs of its own to address community needs that were not being met by other agencies. The name RSVP: Serving Denton County was officially adopted by the Board of Directors in 2000 to better reflect the scope of RSVP's community involvement on a county wide basis. Since its beginning in 1973, the RSVP: Serving Denton County volunteer force has grown from 25 to more than 1,200 dedicated volunteers who report 105,000 plus hours of service at more than 205 non-profit and governmental agencies yearly. The cost savings to those agencies comes close to 2.29 million (using figures supplied by Independent Sector) per year and, in many cases, enables the provision of

## **Narratives**

services that might otherwise prove cost-prohibitive. Through volunteer management as well as its component programs, RSVP has demonstrated the ability to develop and maintain service provision that impacts residents throughout the various communities in Denton County and that can serve as a model for other agencies throughout Texas and other regions of the country. For example, Seniors for Childhood Immunization (SCI) began in 1994 as a collaborative effort with the University of North Texas to address the county's unacceptably low 49% early childhood immunization rate. Under this model, RSVP volunteers meet with new mothers while still in the hospital after delivering their babies to impress them with the importance of early immunization for their children. In addition, SCI volunteers send reminder notices to mothers who request them for the first two years of the child's life and maintain the only tracking system for childhood immunizations in the county. Currently, SCI is active in each Denton County hospital that offers maternity services, and the Denton County Health Department credits SCI with the rise in the county's immunization rate since the inception of the program. There are currently 10 additional RSVPs in Texas actively involved with SCI. RSVP has an ongoing relationship with most of the county human and social service providers as well as with the University of North Texas (UNT) and Texas Woman's University (TWU), both located in the city of Denton. Currently, RSVP has 1 full-time staff members and 3 part-time staff members. The Executive Director is bilingual and brings more than 34 years of experience in managing programs for older adults in the nonprofit arena. Of those 34 years she has been involved with RSVP more than 22 years. She is a Past President of the Texas Senior Corps Association and serves as the Treasurer of the National Senior Corps Association. New staff is trained by the Executive Director and are introduced to all requirements by various funding sources. The staff is as follows: Executive Director: Overall responsibility of the day to day operation of the agency. Volunteer Services/Grant Specialist: This part-time staff member's responsibilities include recruitment, placement, recognition of volunteers and support to agencies seeking volunteer assistance. She conducts on-site recognitions, consults with agencies developing volunteer programs and provides outreach to volunteers in the northern part of the county. This position focuses on designing and managing projects that require volunteer oversight. Also, provides assistance with grant writing and research. Volunteer Services Manager: This part-time staff member's responsibility includes management of the branch office in Lewisville, recruitment, placement, recognition of volunteers and support to agencies seeking volunteer assistance, media outreach, community relations and consulting with agencies to determine volunteer needs in the southern part of the county. Seniors for Childhood Immunization (SCI) Program Coordinator: responsible for recruitment and placement of volunteers addressing the statewide problem of

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immunization before age two. All funding is either private foundations or UNT channeled from the Texas Department of Health. Training is ongoing by UNT. Identification as a 501c3 dictates fiduciary care and great stewardship of dollars received through grant efforts. Funding sources such as 3 municipalities require outcomes to justify dollars and United Way affiliation requires much focus and attention on service delivery. The Board of Directors is responsible for bringing in unrestricted dollars to assist with day to day operations as well as expansion of programs. With the leverage of county wide funding sources, RSVP has an opportunity to utilize dollars other than CNCS to prepare budgets or generate reports required. Program staff are primarily funded through municipalities and United Way and play a great role in the grant process. Assuring that the agency (project) has adequate facilities and supplies is once again the responsibility of the Board of Director's. Special Project grants are a tremendous source for adding much needed equipment such as computers and program supplies.

### **Other**

Providing More Opps to Serve: RSVP has been involved in developing and implementing programs that address community needs for nearly 11 years. This direction was established so that results could be measured and partnerships built. It was determined as a necessary move to spotlight the skills of volunteers and prove the credibility and value of RSVP as an agency. It is not unusual to find a staff member setting up meetings with agency staff and asking to serve on planning committees for events or activities-rather than just supporting it-we are designing it as well! Examples of this were detailed earlier--SCI, and Rockin' Readers, Senior Medicare Patrol. Engaging Students: RSVP has the great fortune of working with students from Texas Woman's University and University of North Texas. Students assist with doing informational packets, to internships or event support. Whether mentoring young persons, building houses for Habitat for Humanity, visiting residents in nursing homes and assisted living facilities, working in food banks, educating children about environmental issues, serving on community non-profit boards, or providing staffing for special events, RSVP volunteers are in partnership with Denton County agencies and play an active and vital role throughout Denton County, using lifetimes of experience and expertise to bring hope and help to those in need.

Strategic Priority Areas:

Disaster Services: RSVP volunteers are recruited for the Medical Reserve Corps. One volunteer actually coordinates the other volunteers.

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Economic Opportunities: RSVP volunteers serve as Tax Preparers and Intake Specialists with the United Way Financial Stability Partnership.

Education: RSVP volunteers are part of the signature project-Rockin' Readers and read to kindergartners and first graders in more than 19 elementary schools.

Environmental Stewardship: RSVP volunteers serves as docents and guides with the Elm Fork Education Center. They educate elementary students on environmental issues.

Healthy Futures: RSVP Volunteers provide immunization education through the seniors for childhood Immunization Program.

Veterans/Military Families: RSVP signed an MOU with Survivor Joe- a station that assists military families in crisis. There are 4 volunteers placed at this station.

### **PNS Amendment (if applicable)**

N/A

## Work Plan/Performance Measures

Anticipated End Impact/Outcome	Period of Accomplishment:	Performance Measure:
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### Summary

Developmentally appropriate preschool curriculum will prepare students for Kindergarten.

Indicator: Successful completion of the Pearson Early Childhood Assessment

Target: 60% of preschool children enrolled in DCP will successfully complete the Pearson Early Childhood Assessment.

Measured: DCP Quarterly Performance Report

**Service Category:** Community-Based Volunteer Programs

Total # Stations: 83

Total # Volunteers: 400

Total # Clients: 0

### Part 1: Need

#### Community Need

N/A

### Part 2: Action Plan

#### Service Activities

RSVP volunteers will support organizational stability of non-impact health, non-profit and governmental agencies in Denton County by providing services in areas of: administrative and clerical, fundraising, board of directors and client services. Denton Public Library-South/Denton Public Library-North/Denton Public Library-Emily Fowler/Little Elm Community Library/Flower Mound Library/Keep Denton Beautiful/Lewisville YMCA/Lewisville RSVP/RSVP Denton/United Way Denton/Flow Foundation/Restore, Habitat for Humanity/Ruth's Room/Town of Flower Mound/PediPlace/Family Health Care/Meals on Wheels/SPAN Flower Mound/SPAN Krum/SPAN Lewisville Sr. Center/American Cancer Society Resource Center/Ann's Haven Hospice/VITAS/Southern Care/Habitat for Humanity, Denton/Care Center/Day Stay for Adults/Denton Good Samaritan Village/Denton Rehab. & Nursing Center/The Vintage/Christian Community Action/Hope, Inc./Interfaith Ministries/Salvation Army, Denton/Salvation Army, Lewisville/Borman Elementary/Evers Park Elementary/Justin Elementary/Pecan Creek Elementary/Tomas Rivera/Seniors In Motion, Flower Mound/Lewisville Sr. Center/Denton Sr.

## Work Plan/Performance Measures

Center/AARP, Denton/AARP, Lewisville/Area Agency on Aging/Lewisville Area Retired School Personnel/SPAN, Denton/Woman to Woman Pregnancy Resource Center/Advocacy and Pregnancy Center/Asbury Toy Makers/CASA/Children's Advocacy Center/Texas Dept. of Family and Protective Services/Lewisville, Flower Mound Teen Court/Flower Mound Humane Society/Heart for Homes/CIS Denton County/Denton State Supported Living/Denton County Friends of Family/Lewisville Convention and Visitors Bureau/Aubrey Library/Franklin Park At Lewisville/Denton County Transportation Authority/Survivor Joe/Christ The Servant Church/First United Methodist Church

### Anticipated Input

N/A

### Anticipated Accomplishments/Outputs

**Period of Accomplishment:** April 1, 2014-March 30, 2015 **Performance Measure:**

Summary

N/A

### Anticipated Intermediate Impact/Outcome

**Period of Accomplishment:** April 1, 2014-March 30, 2015 **Performance Measure:**

Summary

N/A

### Anticipated End Impact/Outcome

**Period of Accomplishment:** April 1, 2014-March 30, 2015 **Performance Measure:**

Summary

N/A

**Service Category:** Tax Counseling

Total # Stations: 1

Total # Volunteers: 12

Total # Clients: 590

## Part 1: Need

### Community Need

Over 12% of the US population has an income below the federal poverty level (\$20,650 for a family of 4) in spite of the fact that many are employed, some with 2-3 jobs. Credit Card debt in America has tripled in recent years with 1 out of 3 households having to use credit cards to cover basic living expenses including rent, groceries, utilities and insurance. (These statistics provided by United Way of Denton County).